

**NEW YORK STATE
MEDICAID PROGRAM**

INFORMATION FOR ALL PROVIDERS

INQUIRY

Table of Contents

COMPUTER SCIENCES CORPORATION CONTACT INFORMATION	2
EMEDNY CALL CENTER HOURS OF OPERATION	2
TELEPHONE DIRECTORY	3
TRAINING REQUESTS	7
MAILING ADDRESSES FOR MEDICAID CORRESPONDENCE	7
MEDICAID PROGRAM CONTACT INFORMATION.....	9
PROVIDER ENROLLMENT	12
PHARMACY PROGRAMS	13
LOCAL DEPARTMENTS OF SOCIAL SERVICES	14

eMedNY Contact Information

Contact the eMedNY Call Center with questions concerning:

- ePACES (electronic claims);
- obtaining claim forms;
- obtaining prior approval forms;
- Medicaid enrollment;
- obtaining transportation prior authorization for New York City enrollees;
- preparing/submitting claim forms and other transactions;
- remittance statements/billing;
- the Medicaid Eligibility Verification System (MEVS).

eMedNY Call Center Hours of Operation

For provider inquiries pertaining to non-pharmacy billing or claims, or provider enrollment:

Monday through Friday 7:30am – 6:00pm EST

For provider inquiries pertaining to eligibility, service authorizations, DVS, and pharmacy claims:

Monday through Friday 7:00am – 10:00pm EST

Weekends and Holidays 8:30am – 5:30pm EST

Telephone Directory

If you are a:

- Physician
- Private Duty Nurse
- Clinical Social Worker
- Dentist
- Nurse Practitioner; or
- Ophthalmic Provider

Call **(800) 343-9000**
Option 1

Then, depending on your question:

If your question is concerning:	Choose:
➤ New Enrollment; ➤ ePACES Enrollment; ➤ TSN/ETIN applications.	Sub-option 1
➤ Explanation of eligibility response; ➤ UT service authorization; ➤ POS Device Support.	Sub-option 2
➤ Obtaining NYC Transportation Prior Authorizations	Sub-option 3
➤ Claims; ➤ Billing; ➤ Remittance; ➤ Form orders; and ➤ Prior approval.	Sub-option 4

If you are a:

- Pharmacy Provider

Call **(800) 343-9000**
Option 2

Then, depending on your question:

If your question is concerning:	Choose:
➤ New Enrollment; ➤ ePACES Enrollment; ➤ TSN/ETIN applications.	Sub-option 1
➤ For all other questions including: ▪ explanation of eligibility response, ▪ claims, ▪ billing, ▪ remittance and ▪ prior approval questions including DIRAD.	Sub-option 2

If you are a:

- Hospital;
- Long Term Care Facility;
- Child Care Agency;
- Clinic;
- Nursing Agency; or
- Home Health Agency

Call **(800) 343-9000**
Option 3

Then, depending on your question:

If your question is concerning:	Choose:
➤ New Enrollment; ➤ ePACES Enrollment; ➤ TSN/ETIN applications.	Sub-option 1
➤ Explanation of eligibility response; ➤ UT service authorization; ➤ POS Device Support.	Sub-option 2
➤ Obtaining NYC Transportation Prior Authorizations	Sub-option 3
➤ Claims; ➤ Billing; ➤ Remittance; ➤ Form orders; and ➤ Prior approval questions.	Sub-option 4

If you are a:

- Durable Medical Equipment;
- Laboratory;
- Hearing Aid; or
- Transportation Provider

Call **(800) 343-9000**
Option 4

Then, depending on your question:

If your question is concerning:	Choose:
➤ New Enrollment; ➤ ePACES Enrollment; ➤ TSN/ETIN applications.	Sub-option 1
➤ Explanation of eligibility response; ➤ UT service authorization; ➤ POS Device Support.	Sub-option 2
➤ Claims; ➤ Billing; ➤ Remittance; ➤ Form orders; and ➤ Prior approval questions.	Sub-option 3

If your question concerns:

- MOAS; or
- Threshold override application provider support

Call **(800) 343-9000**
Option 5

Training Requests

Requests for individual provider training can be made by calling

(800) 343-9000

or email:

emednyproviderrelations@csra.com

Training Seminars are also available and are designed for specific provider types.

Registration, locations and dates are available online at:

<http://www.emedny.org/training/index.aspx>

Mailing Addresses for Medicaid Correspondence

Correspondence should be mailed to the following address, with the applicable P.O. Box from the table below:

eMedNY
P.O. Box _____
Rensselaer, New York 12144-_____.

Expedited/Priority Mailing

***Please note: If you are sending priority/expedited mail (Fed Ex, UPS, USPS), use the following physical address format:**

eMedNY
327 Columbia Turnpike
ATTN: Box _____ (use the corresponding Box number from the table below)
Rensselaer, NY 12144

***** Forms sent priority delivery will still be processed in the standard timeframe. *****

P.O. Box	ZIP Code Extension	Description of Contents	Form Types
4600	4600	Prior Approval and Prior Authorization Requests	• EMEDNY-3614 (Dental) • EMEDNY-3615 (Drugs...Physician) • EMEDNY-2832 (Hearing Aid) • EMEDNY-1260 (Level of Care) • EMEDNY-3897 (Transportation) • PA Additional Information

Information for All Providers - Inquiry

4601	4601	Claims	• EMEDNY-1500 (HCFA) • EMEDNY-0002 (Form A) • EMEDNY-0003 (Pharmacy) • UB-04 (Institutional)
4602	4602	Threshold Override Applications	• EMEDNY-0001 (TOA)
4603	4603	Provider Enrollment Applications	• All Fee-For-Service and Rate-Based Enrollment Packets
4604	4604	Edit Review	• Provider submitted documentation to adjudicate claims pending for verification of Medicare allowed and paid amounts
4605	4605	Remittance Retrieval	• Requests from providers for copies of remittance statements
4606	4606	Additional Information	• Provider Enrollment Additional Information Form with attachments
4610	4610	Provider Maintenance	• Provider maintenance (update) forms and related correspondence
4614	8614	Electronic Form Requests	• Electronic Certifications • ETIN Applications • Security Packet A • Electronic Remittance Request • Electronic Prior Approval Request • Remittance Sort Request • Pended Claim Recycle Request • Request to Disaffiliate/Delete an ETIN • PDF Paper Remittance Request
4616	8616	Electronic Funds Transfer	• Electronic Funds Transfer Enrollment Forms

Medicaid Program Contact Information

For questions concerning:	Contact:
Check Amounts To obtain check amounts prior to the release of the check, select the "Check Call" option from the menu of services offered. Only the current week's check amount will be reported.	Department of Health (866) 307-5549
Child Health Plus/NY Health Options	(800) 698-4KIDS
Claim Response Status for ePACES Users	https://www.emedny.org/hipaa/Crosswalk/index.aspx
Dental/Orthodontia Services Dental Pended Claims	Dental Review Unit (800) 342-3005 Option #2
Diagnosis Codes	http://www.cms.hhs.gov/icd9providerdiagnosticcodes/ The list of diagnosis codes is also available through publishing houses.
Durable Medical Equipment Prior Approval	Prior approval Statewide (800) 342-3005 (option #1) Prior approval for override of DVS and DiRAD, Statewide: (800) 342-3005 (option #1)
Elderly Pharmaceutical Insurance Coverage Program (EPIC)	(800) 634-1340
Electronic Funds Transfer Provider Enrollment Form Electronic Prior Approval Request Form Electronic Transmitter Identifier Number (ETIN)	https://www.emedny.org/info/ProviderEnrollment/
eMedNY	https://www.emedny.org/HIPAA/5010/index.aspx
eMedNY Companion Guides Sample Files	https://www.emedny.org/HIPAA/5010/index.aspx

For questions concerning:	Contact:
Enrollee Eligibility Determination Eligibility discrepancies must be reported to the enrollee's local social services district. eMedNY's MEVS staff cannot address these calls nor resolve eligibility issues.	Department of Health (866) 307-5549
Family Health Plus/NY Health Options	(877) 9FHPLUS
Managed Care	(518) 486-9015 (800) 206-8125 omcmail@health.ny.gov
Medicaid Inspector General Fraud Referrals	www.nysomig.org (877) 87FRAUD
Medical Pended Claims Two-Year Old Claims	In State (800) 342-3005 Option #3 Out of State (518) 474-3575
Medicaid Policy (General) Call Center Help Line/Co-Pay Hotline Fraud/Forgery Hotline Medical/Dental Prior Approval Restricted Recipients/Utilization Threshold Two-year billing regulations	medicaid@health.ny.gov (800) 541-2831 (877) 891-7283 (800) 342-3005 (518) 474-6866 (800) 562-0856 menu #4
Medical Prior Approval - Nursing - Out-of-State Inpatient Hospital Services - Audiology - Out-of-State Non-specialized Skilled Nursing Facility Admissions	(800) 342-3005 Option #1
Medicaid Update - Missing issues - Request to receive electronic version	http://www.nyhealth.gov/health_care/medicaid/program/update/main.htm Email: medicaidupdate@health.ny.gov (518) 486-6829
New York State Department of Health	www.nyhealth.gov

Information for All Providers - Inquiry

For questions concerning:	Contact:	
Newborn Screening Program	(518) 473-7552	
Personal Care Services Prior Authorization	Local Department of Social Services	
Pharmacy Policy and Operations	(518) 486-3209 ppno@health.ny.gov	
Private Duty Nursing	Westchester County Only	(914) 813-5440
	All other Counties	(800) 342-3005 (option #1)
Restricted Recipient Program	NYC (212) 630-1081 (212) 630-1087 (212) 630-1089	Outside NYC (518) 474-6866
Sterilization & Hysterectomy Consent Forms • DSS-3113 Hysterectomy Receipt of Information • DSS-3113S Hysterectomy Receipt of Information (Spanish) • DSS-3134 Sterilization Consent • DSS-3134S Sterilization Consent (Spanish)	http://www.health.ny.gov/health_care/medicaid/publications/ldssforms	
Transportation	(518) 408-4825 MedTrans@health.ny.gov Outside NYC Local Department of Social Services Obtain NYC Prior Authorization (800) 343-9000	

Provider Enrollment

For information on enrolling in the Fee-for-Service Medicaid Program visit:

<https://www.emedny.org/info/ProviderEnrollment/index.aspx>

Enrolled Providers:

1. Enrollment and miscellaneous maintenance forms** are available at the following address:

<https://www.emedny.org/info/ProviderEnrollment/allforms.aspx>

** For example:

Change of Address

EFT Enrollment

DEA Update

Affiliation/Disaffiliation Request (for nurse practitioners, supervising pharmacists, laboratory directors and physician assistants)

2. If you have experienced an ownership change, call the Fee-for-Service Medicaid Program immediately!

Practitioners & Businesses - 518-402-7032

Institutional Providers - 518-474-3575, Option 8

Pharmacy Programs

To obtain prior authorization for drugs subject to the Mandatory Generic Drug Program, the Preferred Drug Program, or the Clinical Drug Review Program, or for prior authorization of non-preferred drugs, call:

(877) 309-9493

and follow the appropriate prompts:

To validate a prior authorization ending with “W”	Press 1
To validate a prior authorization that does not end with “W”	Press 2
For information or technical assistance with a prior authorization	Press 3
- For a prior authorization program overview - Recent changes to the Preferred Drug Program	Option 9

Requests for prior authorization of non-preferred drugs may also be faxed to:

(800) 268-2990

Faxed requests may take up to 24 hours to process.

For questions concerning:	Contact:
Prior authorization worksheet/fax form	https://newyork.fhsc.com/providers/PDP_forms.asp
Current Preferred Drug List Preferred Drug Quick List	https://newyork.fhsc.com/downloads/providers/NYRx_PDP_PDL.pdf
Request email notification of changes to Preferred Drug List	NYPDPNotices@firsthealth.com
To obtain a supply of Preferred Drug Program educational materials for Medicaid enrollees	(518) 951-2040
Clinical concerns Preferred Drug Program questions	(877) 309-9493
Billing	(800) 343-9000

Local Departments of Social Services

Albany County DSS 162 Washington Avenue Albany, NY 12210 Phone: (518) 447-7300 Website: www.albanycounty.com	Albany County CYF 112 State Street Albany, NY 12207 Phone: (518) 447-7324 Website: www.albanycounty.com	Allegany County DSS 7 Court Street Belmont, NY 14813 Phone: (585) 268-9622 Website: www.alleganyco.com
Broome County DSS 36-42 Main Street Binghamton, NY 13905 Phone: (607) 778-8850 Website: www.gobroomecounty.com	Cattaraugus County DSS One Leo Moss Drive; Suite 6010 Olean, NY 14760 Phone: (716) 373-8065 Website: www.co.cattaraugus.ny.us	Cayuga County DSS 160 Genesee Street Auburn, NY 13021 Phone: (315) 253-1451 Website: www.co.cayuga.ny.us
Chautauqua County DSS H.R. Clothier Building, 7 North Erie Street Mayville, NY 14757 Phone: (716) 753-4590 Website: www.chautauqua-ny.com	Chemung County DSS Human Resource Center 425 Pennsylvania Ave.; P.O. Box 588 Elmira, NY Phone: (607) 737-5309 Website: www.chemungcounty.com	Chenango County DSS PO Box 590; 5 Court Street Norwich, NY 13815 Phone: (607) 337-1500 Website: www.co.chenango.ny.us
Clinton County DSS 13 Durkee Street Plattsburgh, NY 12901 Phone: (518) 565-3300 Website: www.clintoncountygov.com	Columbia County DSS PO Box 458; 25 Railroad Avenue Hudson, NY 12534 Phone: (518) 828-9411 Website: www.columbiacountyny.com	Cortland County DSS 60 Central Avenue Cortland, NY 13045 Phone: (607)-753-5248 Website: www.cortland-co.org
Delaware County DSS 111 Main Street Delhi, NY 13760 Phone: (607) 832-5300 Website: www.co.delaware.ny.us	Dutchess County DSS 60 Market Street Poughkeepsie, NY 12601 Phone: (845) 486-3000 Website: www.dutchessny.gov	Erie County DSS 95 Franklin Street Buffalo, NY 14202 Phone: (716) 858-8000 Website: www.erie.gov
Essex County DSS 7551 Court Street; PO Box 217 Elizabethtown, NY 12932 Phone: (518) 873-3441 Website: www.co.essex.ny.us	Franklin County DSS 355 W. Main St. Malone, NY 12953 Phone: (518) 481-1808 Website: www.franklincony.org	Fulton County DSS PO Box 549; 4 Daisy Lane Johnstown, NY 12095 Phone: (518) 736-5640 Website: www.fultoncountyny.gov

Genesee County DSS 5130 East Main Street; Suite 3 Batavia, NY 14020 Tel. (585) 344-2580 Website: www.co.genesee.ny.us	Greene County DSS 411 Main Street, Suite 238 Catskill, NY 12414 Phone: (518) 719-3700 Website: www.discovergreene.com	Hamilton County DSS PO Box 725; White Birch Lane Indian Lake, NY 12842 Phone: (518) 648-6131 Website: www.hamiltoncounty.com
Herkimer County DSS 301 N. Washington Street; Suite 2110 Herkimer, NY 13350 Phone: (315) 867-1291 Website: www.herkimercounty.org	Jefferson County DSS 250 Arsenal Street Watertown, NY 13601 Phone: (315) 782-9030 Website: www.co.jeferson.ny.us	Lewis County DSS PO Box 193, 5274 Outer Stowe Street Lowville, NY 13367 Phone: (315) 376-5400 Website: www.lewiscountyny.org
Livingston County DSS 1 Murray Hill Drive Mt. Morris, NY 14510 Phone: (585) 243-7300 Website: www.co.livingston.state.ny.us/dss	Madison County DSS PO Box 637; North Court Street Wampsville, NY 13163 Phone: (315) 366-2211 Website: www.madisoncounty.org	Monroe County DSS 111 Westfall Road Rochester, NY 14620 Phone: (585) 753-6000 Website: www.monroecounty.gov
Montgomery County DSS County Office Building ; PO Box 745 Fonda, NY 12068 Phone: (518) 853-4646 Website: www.co.montgomery.ny.us	Nassau County DSS 60 Charles Lindbergh Boulevard, Suite 160 Uniondale, NY 11553 Phone: (516) 227-7474 Website: www.co.nassau.ny.us	New York City - HRA 180 Water Street New York, NY 10038 Phone: (877) 472-8411 Website: www.nyc.gov
New York City - ACS 150 William Street New York, NY 10013 Phone: (212) 341-0901 Website: www.nyc.gov	Niagara County DSS PO Box 506; 20 East Avenue Lockport, NY 14095 Phone: (716) 439-7600 Website: www.niagaracounty.com	Oneida County DSS 800 Park Avenue Utica, NY 13501 Phone: (315) 798-5700 Website: www.ocgov.net
Onondaga County DSS 421 Montgomery Street; Civic Center Syracuse, NY 13202 Phone: (315) 435-2985 Website: www.ongov.net	Ontario County DSS 3010 County Complex Drive Canandaigua, NY 14424 Phone: (585) 396-4528 Website: www.co.ontario.ny.us/social_services	Orange County DSS Box Z; 11 Quarry Road Goshen, NY 10924 Phone: (845) 291-4000 Website: www.co.orange.ny.us

Orleans County DSS 14016 Route 31 West Albion, NY 14411 Phone: (585) 589-7000 Website: www.orleansny.com	Oswego County DSS 100 Spring Street; PO Box 1320 Mexico, NY 13114 Phone: (315) 963-5000 Website: www.co.oswego.ny.us	Otsego County DSS 197 Main Street Cooperstown, NY 13326 Phone: (607) 547-4355 Website: www.otsegocounty.com
Putnam County DSS 110 Old Route Six Center Carmel, NY 10512 Phone: (845) 225-7040 Website: www.putnamcountyny.com	Rensselaer County DSS 127 Bloomingrove Drive Troy, NY 12180 Phone: (518) 833-6000 Website: www.rensco.com	Rockland County DSS Building L; Sanatorium Road Pomona, NY 10970 Phone: (845) 364-3300 Website: www.co.rockland.ny.us
St. Lawrence County DSS 6 Judson Street Canton, NY 13617 Phone: (315) 379-2111 Website: www.co.st-lawrence.ny.us	St. Regis Mohawk DHS 412 State Route 37 Akwesasne, NY 13655 Phone: (518) 358-2209 Website: www.srmt-nsn.gov	Saratoga County DSS 152 West High Street Ballston Spa, NY 12020 Phone: (518) 884-4140 Website: www.saratogacountyny.gov
Schenectady County DSS 797 Broadway Schenectady, NY 12308 Phone: (518) 388-4470 Website: www.schenectadycounty.com	Schoharie County DSS PO Box 687 Schoharie, NY 12157 Phone: (518) 295-8334 Website: www.schohariecounty-ny.gov	Schuyler County DSS Human Services Complex 323 Owego Street- Unit 3 Montour Falls, NY 14865 Phone: (607) 535-8303 Website: www.schuylercounty.us
Seneca County DSS PO Box 690; 1 DiPronio Drive Waterloo, NY 13165 Phone: (315) 539-1800 Website: www.co.seneca.ny.us	Steuben County DSS 3 East Pulteney Square Bath, NY 14810 Phone: (607) 776-7611 Website: www.steubencony.org	Suffolk County DSS 3085 Veterans Memorial Highway Ronkonkoma, NY 11779 Phone: (631) 854-9700 Website: www.co.suffolk.ny.us
Sullivan County DSS Box 231 ; 16 Community Lane Liberty, NY 12754 Phone: (845) 292-0100 Website: www.co.sullivan.ny.us	Tioga County DSS P.O. Box 240 Owego, NY 13827 Phone: (607) 687-8300 Website: www.tiogacountyny.com	Tompkins County DSS 320 West State Street Ithaca, NY 14850 Phone: (607) 274-5252 Website: www.co.tompkins.ny.us

Ulster County DSS 1061 Development Court Kingston, NY 12401 Phone: (845) 334-5000 Website: www.co.ulster.ny.us	Warren County DSS Warren County Municipal Center Annex 1340 State Route 9 Lake George, NY 12845 Phone: (518) 761-6300 Website: www.co.warren.ny.us	Washington County DSS Washington Municipal Center 383 Broadway Fort Edward, NY 12828 Phone: (518) 746-2300 Website: www.co.washington.ny.us
Wayne County DSS P.O. Box 10; 77 Water Street Lyons, NY 14489 Phone: (315) 946-4881 Website: www.co.wayne.ny.us	Westchester County DSS County Office Building #2 112 East Post Road White Plains, NY 10601 Phone: (914) 995-5000 Website: www.co.westchester.ny.us	Wyoming County DSS P.O. Box 231 Warsaw, NY 14569 Phone: (585) 786-8900 Website: www.wyomingco.net
Yates County DSS 417 Liberty Street; Suite 2122 Penn Yan, New York 14527 Tel. (315) 536-5183 Website: www.yatescounty.org		